

Training Courses

September 2016 - July 2017



European Union
European Social Fund
Investing in jobs and skills

Affordable and friendly training in small groups.

Our Essentials package provides the training every community group needs, with reduced prices the more you book.



Funded by



Skills Funding Agency



Welcome

This brochure gives details of our courses for September 2016 to July 2017.

Membership

We invite all local voluntary and community groups to become members of RedbridgeCVS. Members receive discounts on training course fees, and access to other services including the members-only area of our website. For more information, see www.redbridgecvs.net/members.

Essentials

Our **Essentials** package of courses provides the courses every voluntary or community organisation needs, with discounts available the more courses you book. **Essentials** courses are also accredited by CPD. In this brochure they are marked with the "E" logo on the right.

For full details about **Essentials** see pages 3-4.



Course details

For full details of all the twenty courses we're running, see pages 7-26.

How to book and how to get to RedbridgeCVS

It's easy to book and our office is accessible and easy to find – see pages 27-28.

In-house training

We can come and provide training on your premises – see page 6.

Volunteer Centre Redbridge Training

Thinking of volunteering? We run introductory workshops – see page 29.

IT training by Redbridge Institute

For details of affordable IT courses for beginners, see pages 30-31.

Other services from RedbridgeCVS

RedbridgeCVS is the umbrella body for voluntary and community groups in Redbridge. We offer a range of support services, and we invite all local groups to become members. For details see page 32.

More information

For any other training queries, contact Trish O'Hanlon, RedbridgeCVS Training Manager on 020 8514 9611 or at trish@redbridgecvs.net, or see our website at www.redbridgecvs.net/training

RedbridgeCVS's Essentials training package



RedbridgeCVS exists to support local voluntary and community groups to be as effective as possible – and we want you to be able to demonstrate the excellent work that you do in these challenging times. So we offer the courses that we think are most important for the effective running of an organisation at reduced cost as part of our "Essentials" training package.

Essentials – ten key areas of expertise

We have selected ten areas of expertise that we think all voluntary organisations should have, and have developed one-day courses for each of these.

The **Essentials** courses cover:

- Governance: the roles and responsibilities of trustees
- Policies and procedures: make sure you have the basics
- Finances for charities
- Safeguarding (adults and/or children and young people)
- Measuring your outcomes and demonstrating your impact
- Developing strong grant applications
- Publicise your organisation using social media
- Managing volunteers
- Promote your organisation by using press releases

Essentials – CPD-certified training

The **Essentials** courses are certified by the CPD Certification Service. CPD stands for "continuing professional development". This means that a professional body independent of RedbridgeCVS vouches for the quality of our training.



Book more **Essentials** courses, save money

The more **Essentials** courses you book, the more you save.

- 3 or more courses – **10 percent discount**
- 5 or more courses – **20 percent discount**
- 7 or more courses – **30 percent discount**

You need to book 3 or more courses from this brochure to get the reduction. You don't have to pay all at once, you can pay for each one when you book and still get a reduced price.

Bronze, silver and gold awards recognise your achievements

Choose which courses are most relevant for your group at your current stage of development. RedbridgeCVS will award your group a certificate to acknowledge your achievement at one of three levels:

- **Bronze** if people from your group have attended 3 or more courses
- **Silver** if people from your group have attended 5 or more courses
- **Gold** if people from your group have attended 7 or more courses

Funders support well-run organisations with trained people

We believe that organisations that can show they have completed training are more effective and find it easier to get funding.

Shila Barber, Community Partnerships Manager at Redbridge Council told us:

"As funders, we will have confidence that organisations who have achieved certification through the RedbridgeCVS Essentials Training Package will be effective in delivering professional services and demonstrating their social impact in the community."

We take requests!

Have you missed a course you really wanted to go on? Is there some training you really need, but which isn't scheduled here?

If you would like us to repeat any of our sessions, or you have suggestions for other courses, please let us know. Contact Trish at trish@redbridgecvs.net or on 020 8514 9611.

Our courses

		Page
Autumn term		
E	Safeguarding Adults, level 1	Thurs 15 Sep 7
E	Governance Roles and Responsibilities	Weds 28 Sep 8
E	Managing Volunteers in Your Organisation	Weds 12 Oct 9
E	Safeguarding Children and Young People, level 1	Mon 31 Oct 10
E	Finances for Charities	Thurs 17 Nov 11
E	How to Develop a Strong Grant Application	Weds 30 Nov 12
	Confidence Building through Assertiveness	Mon 12 Dec 13
Spring term		
E	Safeguarding Adults, level 1	Thurs 12 Jan 14
	Recruitment and Selection of Volunteers	Weds 25 Jan, 15 Mon 30 Jan
E	Measuring Outcomes, Demonstrating Impact	Thurs 9 Feb 16
E	Safeguarding Children and Young People, level 1	Thurs 23 Feb 17
E	Policies and Procedures: What Do You Need?	Weds 8 Mar 18
	Training the Trainer	Weds 22 Mar 19
Summer term		
E	Safeguarding Adults, level 1	Thurs 20 Apr 20
	Supporting and Developing Volunteers	Thurs 4 May, 21 Weds 10 May
E	Publicise Your Organisation Using Social Media	Thurs 18 May 22
E	Safeguarding Children and Young People, level 1	Thurs 8 Jun 23
	Grant Monitoring Made Simpler	Thurs 22 Jun 24
E	Getting Your Story Told: Writing Press Releases	Thurs 6 Jul 25
	Listening and Communication Skills	Mon 17 Jul 26

RedbridgeCVS in-house training

RedbridgeCVS can arrange in-house training at your own premises at very affordable prices.

Our in-house training is very popular, this year we have delivered to organisations including Redbridge Concern for Mental Health, NELFT, Positive East, Healthwatch Redbridge, London Borough of Redbridge LSCB and Richmond Fellowship.

Prices from £15 per person

For voluntary groups, a half-day session for 12 people can start from £180 including all handouts and materials. That's £15 per person!

Choose from over 40 courses

To view a list of unaccredited and accredited training that we could deliver just for your organisation, see <http://bit.ly/rccsinhouse>.

Courses available include:

- Training the Trainer
- Organising your AGM
- Working with your Management Committee

"We wanted to develop training for new service user representatives – we had an outline of what we wanted to achieve, but no substantive material. Trish developed a comprehensive three day training package, including PowerPoint presentations and handouts. Trainees found the three days were intense, interesting and fully met their needs – they improved their knowledge, confidence and communication skills."

Chris Day, Project Manager RUN-UP

Find out more: contact Trish at
trish@redbridgecvs.net or at **020 8514 9611**

Safeguarding Adults, Level 1

E

All employees and volunteers who come into contact with service users in their work have a duty of care to safeguard and promote their welfare.

The vast majority of people who work with service users aim to provide a safe, supportive environment. However, tensions and misunderstandings sometimes occur and can give rise to allegations of abuse, which are inevitably distressing and difficult for all concerned. Equally, some allegations will be genuine, and some people deliberately seek out, create or exploit opportunities to abuse service users. It is essential that all possible steps are taken to safeguard service users, and to ensure that individuals working with them are safe to do so.

Aim

Learners will receive an overall awareness of the issues of abuse and potential abuse of vulnerable adults and the prevention of abuse. It will inform staff and volunteers of their responsibilities and the relevant legislation involved to help ensure that individuals who groups work with are kept as safe as possible from abuse and neglect.

"Lots of useful info & scenarios we discussed in groups to help me in practice."

Fit for Fun instructor

Learning Outcomes

By the end of the session participants will:

- Understand the background to adult protection and safeguarding adults
- Be able to define adult abuse
- Be able to recognise the signs and symptoms of abuse
- Know what to do in cases of suspected abuse and understand the role of the Alerter

9.30am – 4pm, Thurs 15 September

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

How to book a course: see page 27

Governance Roles and Responsibilities



Every voluntary and community organisation should be led and controlled by a management committee or board. This body ensures delivery of its objects, sets its strategic direction and upholds its values. Leadership is one of the key roles of any management committee or board.

Aim

To develop management committee members' awareness of their roles and responsibilities.

Learning Outcomes

By the end of the session participants will understand:

- the terminology used in management committees
- why it is important to have a management committee
- the roles and responsibilities of a management committee
- the roles of honorary officers
- the role of representatives of the committee
- how to divide responsibilities between committee members and staff
- how to identify the training and information needs of committee members

9.30am-4pm, Weds 28 September

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75
- RedbridgeCVS Supporters: £90
- Non-members: £120

Book 3 or more courses and save!



Managing Volunteers in your Organisation

This course provides lots of ideas about volunteer management, it covers the essentials that need to be in place, and helps identify areas you could improve on, using a simple action plan.

Aim

For groups to understand and be able to implement the principles of good volunteer management in line with London's Volunteer Management Charter.

Learning Outcomes

By the end of the session, participants will:

- be clear on why they want to involve volunteers and how they can be included in organisational issues
- understand how to ensure volunteers can undertake their roles safely
- know what policies need to be in place
- understand how to recruit and induct volunteers
- know how to support, develop and reward volunteers

"Exercises were really helpful, especially advert. Liz and Trish were brilliant – helpful and supportive."

Redbridge Carers Support Service

9.30am-4pm, Weds 12 October

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

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Safeguarding Children and Young People, Level 1

E

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. Staff and volunteers are often in key positions to identify and respond to concerns about abuse and neglect.

In the course of their work any member of staff or volunteer may come into contact with, or hear about, a child or young person who is at risk of being abused and/or an adult who may be harming a child or young person.

Aim

The learner will gain an introduction to safeguarding children and young people and develop awareness of, and the ability to act upon, concerns about their safety and welfare, in line with the key recommendations of *Working Together 2013*.

Learning Outcomes

By the end of the session, participants will be aware of:

- what safeguarding children and young people is, and the difference between safeguarding and child protection
- definitions and categories of child abuse
- the signs and indicators of child abuse
- what to do if they have concerns about a child or young person
- what will happen once they have informed someone about those concerns
- some basic information and background about the legislative framework within which children's welfare is safeguarded and promoted including the Children's Act 1989 and Working Together 2013
- the role of the Local Safeguarding Children Board (LSCB)

*"Well delivered,
well-paced. Trainer
passionate and got
across message
well."*

Fit for Fun instructor

9.30am-4pm, Mon 31 October

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75
- RedbridgeCVS Supporters: £90
- Non-members: £120

Book 3 or more courses and save!

Finances for Charities

E

All charities are required by law to keep and to maintain adequate accounting records to show and explain the charity's transactions.

Internal financial controls are essential checks and procedures that help safeguard the charity's assets, administer the charity's finances and assets in a way that identifies and manages risk and ensure the quality of financial reporting, by keeping adequate accounting records and preparing timely and relevant financial information."

Please note that although the course is based around a manual bookkeeping system, the principles covered can be applied to computerised bookkeeping systems as well.

Aim

To enable organisations to understand and put into practice the basics of financial management.

"I will be able to understand the financial aspects of the charity to a much greater extent."

Forest Farm Peace Garden

Learning Outcomes

By the end of the session, participants will:

- understand the basics of bookkeeping and what accounting records need to be maintained for a small group
- know how to set up and maintain a manual cash book and complete a bank reconciliation
- know how to maintain a cash book and petty cash book using Excel
- follow the recommendations for banking and post recording
- reconcile your cash book records to bank account statement on a regular basis
- ensure there is sufficient income to match planned expenditure
- use a budget as a financial control tool to plan and monitor activities and know when and how to take appropriate action

9.30am-4pm, Thurs 17 November

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

How to Develop a Strong Grant Application



How do I make funders understand my beneficiaries' needs?

How can I increase my chance of success?

In this increasingly competitive grant environment, it is vital that you understand how to put the case for your own beneficiaries forward to give your project the best chance of being considered for funding.

Aim

This workshop will help your trustees, committee members, other volunteers and staff to improve your chances of developing successful grant applications.

For

Small voluntary and community groups in Redbridge.

"I enjoyed the training methods used and I now feel confident in planning and writing a grant application"

Forest Farm Peace Garden

Learning Outcomes

By the end of the session, participants will:

- understand how to capture a funder's interest in your beneficiaries
- appreciate the importance of identifying the real difference a grant will make to your beneficiaries
- be able to show how you will achieve the expected changes for your beneficiaries
- know how to express your project budget
- recognise grant application "dos and don'ts"

9.30am-4pm, Weds 30 November

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Confidence Building through Assertiveness

People who have mastered the skill of assertiveness are able to greatly reduce the level of interpersonal conflict in their lives.

This course empowers you with the knowledge and skills you need to act confidently. Often, people lack the confidence to complain, or to object to other people's expectations. They can then feel resentful, and lose their self-esteem.

This course teaches you how to adopt techniques and strategies that help you feel more at ease with situations so that you don't become a person who is always put upon. Instead you learn how to say 'No' and can stand up for yourself, which benefits both you and the organisation you work with.

Aim

The learner will gain an understanding of how to communicate assertively and with confidence.

Learning Outcomes

By the end of the session, participants will:

- Understand the meaning of assertiveness
- Recognise your rights
- Learn some basic assertiveness techniques
- Learn to communicate in a direct, clear, open and honest manner
- Develop appropriate strategies for identifying and acting on your needs, feelings and opinions while remaining respectful of others

"I learnt a lot from the course, and from thinking through examples of times when I hadn't been assertive."

Richmond Fellowship service user

9.30am-4pm, Mon 12 December

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75
- RedbridgeCVS Supporters: £90
- Non-members: £120

Safeguarding Adults, Level 1

E

All employees and volunteers who come into contact with service users in their work have a duty of care to safeguard and promote their welfare.

The vast majority of people who work with service users aim to provide a safe, supportive environment. However, tensions and misunderstandings sometimes occur and can give rise to allegations of abuse, which are inevitably distressing and difficult for all concerned. Equally, some allegations will be genuine, and some people deliberately seek out, create or exploit opportunities to abuse service users. It is essential that all possible steps are taken to safeguard service users, and to ensure that individuals working with them are safe to do so.

Aim

Learners will receive an overall awareness of the issues of abuse and potential abuse of vulnerable adults and the prevention of abuse. It will inform staff and volunteers of their responsibilities and the relevant legislation involved to help ensure that individuals who groups work with are kept as safe as possible from abuse and neglect.

"Lots of useful info & scenarios we discussed in groups to help me in practice."

Fit for Fun instructor

Learning Outcomes

By the end of the session participants will:

- Understand the background to adult protection and safeguarding adults
- Be able to define adult abuse
- Be able to recognise the signs and symptoms of abuse
- Know what to do in cases of suspected abuse and understand the role of the Alerter

9.30am – 4pm, Thurs 12 January

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

• RedbridgeCVS Individual Members: £75

• RedbridgeCVS Supporters: £90

• Non-members: £120

Book 3 or more courses and save!

Recruitment and Selection of Volunteers

This two day course is the recommended first step for people interested in developing their volunteer management practice.

The course looks at how to establish fair and consistent recruitment and selection processes and how to attract volunteers to their organisation. The key message is that getting the right volunteers from the start is one of the best ways of ensuring effective volunteer management in the future.

You can do this course on its own, but it links closely to the Supporting and Developing Volunteers course which we will run on 29 June and 7 July. The courses are accredited with NOCN for 3

credits each at Level 2 so are an opportunity to gain a recognised management qualification. Achievement of both courses leads to a NOCN Level 2 Award in Skills for Employment, Training and Personal Development.

Aim

To gain an understanding of how to recruit and select volunteers.

"The course has given me ideas about what I could do to improve my volunteer management. Excellent!"

Healthwatch Redbridge

Learning Outcomes

By the end of the session participants will:

- understand the need to prepare an organisation for recruiting volunteers
- know how to develop volunteer roles, responsibilities and personal specifications
- understand how to advertise for volunteers
- know about good practice in interviewing and selecting volunteers

9.30am – 4pm, Weds 25 and Mon 30 January (2 day course)

Group Members, RedbridgeCVS

- Income under £10,000: £85
- Income £10,000 to £25,000: £105
- Income over £25,000: £125

- RedbridgeCVS Individual Members: £145
- RedbridgeCVS Supporters: £155
- Non-members: £170

Measuring Outcomes, Demonstrating Impact

Most voluntary sector organisations are now familiar with describing what they do and collecting evidence of what they do and with whom.

Focusing on outcomes can help organisations to concentrate on their aims, and bring about the changes that will help achieve those aims. Funders want to know that the organisations are 'making a difference' and bringing about changes to people's lives and to the communities in which they are working.

Impact is the broader or longer-term effects of a project or organisation's outputs, outcomes and activities. Often, these are effects on people other than the direct users of a project, or on a broader field such as government policy.

Aim

To give participants an understanding of outcomes and social impact measurement.

Learning Outcomes

By the end of the session, participants will:

- understand what an outcome is and what it isn't
- understand how to use an 'outcomes model'
- have information on the benefits of defining outcomes
- be able to identify outcome indicators
- go beyond outcomes – measuring social value and impact

*"Well structured,
well delivered
course, interactive
and informative.
Thank you!"*

Forest Farm Peace Garden

9.30am-4pm, Thurs 9 February

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Safeguarding Children and Young People, Level 1



Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. Staff and volunteers are often in key positions to identify and respond to concerns about abuse and neglect.

In the course of their work any member of staff or volunteer may come into contact with, or hear about, a child or young person who is at risk of being abused and/or an adult who may be harming a child or young person.

Aim

The learner will gain an introduction to safeguarding children and young people and develop awareness of, and the ability to act upon, concerns about their safety and welfare, in line with the key recommendations of *Working Together 2013*.

Learning Outcomes

By the end of the session, participants will be aware of:

- what safeguarding children and young people is, and the difference between safeguarding and child protection
- definitions, categories of child abuse
- the signs and indicators of child abuse
- what to do if they have concerns about a child or young person
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- the role of the Local Safeguarding Children Board (LSCB)

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well-paced. Trainer
passionate and got
across message
well."*

Fit for Fun instructor

9.30am-4pm, Thurs 23 February

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Policies and Procedures: What Do You Need?



Policies and procedures provide the framework within which an organisation operates. They define what your organisation does and how you do it.

Clear policies and procedures support effective decision making and delegation because they provide guidelines on what people can and cannot do, what decisions they can make and what activities are appropriate.

A clear policy framework means there will be fewer misunderstandings or debates about what to do in particular situations and there will transparency and consistency in the way you operate as an organisation and make decisions.

This session is aimed at new groups, those looking to form a group, those that want to operate at a more formal and professional level or existing groups that want to brush up on the subject.

Aim

To gain an understanding of the policies and procedures required for managing an organisation.

"I will draft and review policies more effectively & confidently."

Redbridge Faith Forum

Learning Outcomes

By the end of the session, participants will:

- have named various policies and procedures
- have identified the need for policies and procedures
- have specified areas and activities where policies would be appropriate
- have information on different types of policies
- have explored how to develop relevant policies and procedures
- have discussed where to get help

9.30am-4pm, Weds 8 March

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Train the Trainer

Understanding how to prepare and deliver training will enable you to create effective training programmes within your organisation.

With budgets being squeezed it is beneficial for internal experts to learn how to pass on their knowledge and expertise through effective training sessions and developing others.

Aim

The learner will gain an understanding of how people learn and be given an introduction to delivering learning for people who are training others within their organisation, i.e. volunteers, peers, colleagues, etc.

Learning Outcomes

By the end of the session, participants will understand:

- how to recognise the different learning styles of trainees
- how to define objectives that meet the trainee needs
- some of the barriers to learning
- how to plan and design training
- the pro's and con's of different training methods
- how to ensure training is interactive and participative
- how to evaluate
- what to do before and after training to ensure the best outcome for the learners

9.30am-4pm, Weds 22 March

"I previously had no knowledge about how to structure a training session. This training has given me an insight into how to provide a training session to a group."

Jitesh Odedra

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75
- RedbridgeCVS Supporters: £90
- Non-members: £120

Safeguarding Adults, Level 1

E

All employees and volunteers who come into contact with service users in their work have a duty of care to safeguard and promote their welfare.

The vast majority of people who work with service users aim to provide a safe, supportive environment. However, tensions and misunderstandings sometimes occur and can give rise to allegations of abuse, which are inevitably distressing and difficult for all concerned. Equally, some allegations will be genuine, and some people deliberately seek out, create or exploit opportunities to abuse service users. It is essential that all possible steps are taken to safeguard service users, and to ensure that individuals working with them are safe to do so.

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"Lots of useful info & scenarios we discussed in groups to help me in practice."

Fit for Fun instructor

Learning Outcomes

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- Be able to define adult abuse
- Be able to recognise the signs and symptoms of abuse
- Know what to do in cases of suspected abuse and understand the role of the Alerter

9.30am – 4pm, Thurs 20 April

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Supporting and Developing Volunteers

Would you like to deliver an induction and training programme for your volunteers? Do you know how to support and supervise your volunteers? Find out and gain a qualification!

All volunteers need support and supervision. The correct method depends on the role and the individual volunteer. Developing your volunteers can also take place formally and informally within your organisation. This 2-day accredited course will help you decide what is right for your organisation and your volunteers. You will take away templates to enable you to put your ideas into practice.

This is a 2-day NOCN accredited course at Level 2 for which you will gain 3 credits and follows on from Recruitment & Selection of Volunteers (Wed 8th June/Mon 13th June). However, it can also be taken as a stand-alone course. Achievement of both courses leads to a NOCN Level 2 Award in Skills for Employment, Training and Personal Development.

Aim

The learner will gain an understanding of how to support and develop volunteers.

"The course and assignments have been very informative and useful to focus the mind on what is required and how to go about achieving it."

Redbridge Advice Network

Learning Outcomes

By the end of the session participants will:

- understand the need for induction information for volunteers
- know how to develop a volunteer induction programme
- understand the importance of support and supervision for volunteers
- know how to develop a training programme for volunteers

9.30am – 4pm, Thurs 4 and Weds 10 May (2 day course)

Group Members, RedbridgeCVS

- Income under £10,000: £85
- Income £10,000 to £25,000: £105
- Income over £25,000: £125

- RedbridgeCVS Individual Members: £145

- RedbridgeCVS Supporters: £155

- Non-members: £170



How to Publicise your Organisation Using Social Media

Social media is becoming an increasingly important part of the communication strategy of any voluntary organisation – it offers the chance for genuine interaction with the audience you want to engage.

This is a course which will start from the basics of using social media like Facebook and Twitter: no experience is required! We'll be working on computers, but if you have a smartphone or tablet, you may find it useful to bring it with you.

Aim

To equip participants with the knowledge and understanding to use social media to promote their organisation.

Learning Outcomes

By the end of the session participants will:

- understand the basic concepts of different social media
- be able to use systems like Facebook and Twitter to share information, promote events and organise small group discussions
- know how to assess the effectiveness of your use of social media
- be able to use social media as part of a publicity strategy
- be aware of best practice for voluntary groups when using social media

"Excellent introduction to Facebook and Twitter."

Ilford Workers' Educational Association

9.30am – 4pm, Thurs 18 May

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
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- Non-members: £120

Book 3 or more courses and save!

Safeguarding Children and Young People, Level 1



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Aim

The learner will gain an introduction to safeguarding children and young people and develop awareness of, and the ability to act upon, concerns about their safety and welfare, in line with the key recommendations of *Working Together 2013*.

Learning Outcomes

By the end of the session, participants will be aware of:

- what safeguarding children and young people is, and the difference between safeguarding and child protection
- definitions and categories of child abuse
- the signs and indicators of child abuse
- what to do if they have concerns about a child or young person
- what will happen once they have informed someone about those concerns
- some basic information and background about the legislative framework within which children's welfare is safeguarded and promoted including the Children's Act 1989 and Working Together 2013
- the role of the Local Safeguarding Children Board (LSCB)

*"Well delivered,
well-paced. Trainer
passionate and got
across message
well."*

Fit for Fun instructor

9.30am-4pm, Thurs 8 June

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Grant Monitoring Made Simple

A half-day workshop for Small Charities Week

Nowadays many grant funders expect frequent monitoring reports – often on a quarterly or 6 monthly basis, and won't release the next payment until they are happy with what has been submitted. This can put your project or even your organisation in a difficult position.

This session led by Ola Kanu, RedbridgeCVS's Community Fundraising Officer, aims to make grant monitoring less stressful..

Learning Outcomes

By the end of the session, participants will:

- understand how to prepare for grant monitoring
- know when to collect monitoring information
- be in a better position to secure grant funding

9.30am-1pm, Thurs 22 June

Free for Redbridge voluntary and community groups

Please book in advance.

Getting Your Story Told: How to Get the Best out of your Press Releases



Getting a story in the newspapers, or on television, is a great way of getting publicity. And it's free.

Not only that, you pick up a little credibility by getting your stories in the media. It's a powerful way of promoting your organisation. A good press release is one of the most effective ways of getting your story covered by the media.

Aim

To identify ways of publicising your organisation in the media.

Learning Outcomes

By the end of the session, participants will:

- understand how to use the media successfully
- have learnt three easy ways to make the media interested
- know four quick steps to writing a press release
- have developed their own press release

9.30am-4pm, Thurs 6 July

"Thanks for today Trish! I learned more in that 4 hours about press releases that I did in three years at uni!"

Healthwatch Redbridge

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75

- RedbridgeCVS Supporters: £90

- Non-members: £120

Book 3 or more courses and save!

Listening and Communication Skills

Do you want to increase the effectiveness of your listening skills?

Do you want to interact confidently with different types of people? Do you want to ensure you avoid communication breakdowns by learning to listen and understand what others are actually saying? Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness and the quality of your relationships with others.

Aim

The learner will gain an understanding of the listening process in the context of facilitating effective interactions with others by identifying barriers to listening and practicing skills and attitudes which facilitate effective communication.

Learning Outcomes

By the end of the session, participants will:

- understand the importance of active listening as a key communication skill
- have discussed and reviewed what good listening skills are, and how it feels when someone doesn't listen
- have practiced good listening skills, open questions and listening for feelings as well as facts
- understand the impact of appropriate vocal tone and non-verbal communication in building rapport
- discover blocks to listening and skills for checking shared understanding
- feel more confident in supporting others within their role

"I liked Trish's down to earth approach and natural flair for including everyone."

Wendy Lindon, Cranbrook Primary School

9.30am-4pm, Monday 17 July

Group Members, RedbridgeCVS

- Income under £10,000: £40
- Income £10,000 to £25,000: £50
- Income over £25,000: £60

- RedbridgeCVS Individual Members: £75
- RedbridgeCVS Supporters: £90
- Non-members: £120

How to book

You can book for any of the courses now, by completing the online booking form on our website at:

www.redbridgecvs.net/training

All the letters in the address are small (lower case).

What's included

The cost includes all training materials, and also refreshments. It does not include lunch.

If you can't afford to pay

If you are a not-for-profit group with an income of less than £10,000 a year and cannot afford our training fees, some bursaries are available – please contact Trish on 020 8514 9611.

How to pay

After you book we will send you an invoice. You can pay in three ways:

- Transfer funds to our bank account. Details of how to do this are included with the invoice.
- Send us a cheque in the post.
- If you can't pay by bank transfer or cheque, you can bring cash to our office.

When to pay

We need to receive payment 10 working days before the course. Remember that if you post us a cheque, it will take time to get to us and be cleared. Bank transfers get the money to us right away.

Refunds

For a full refund, you need to cancel ten working days before the course. If you cancel after this, we can only refund part of your payment.

Terms and conditions

By making a booking you accept our terms and conditions: these are available at www.redbridgecvs.net/trainingtermsconditions. We reserve the right to cancel a course if we don't get enough bookings for it.

How to get to us

Easy to get to and accessible

Courses are held at our modern office in central Ilford, two minutes' walk from the train station. The office is wheelchair-accessible. If you have any other access needs, please let us know.

Our address is:

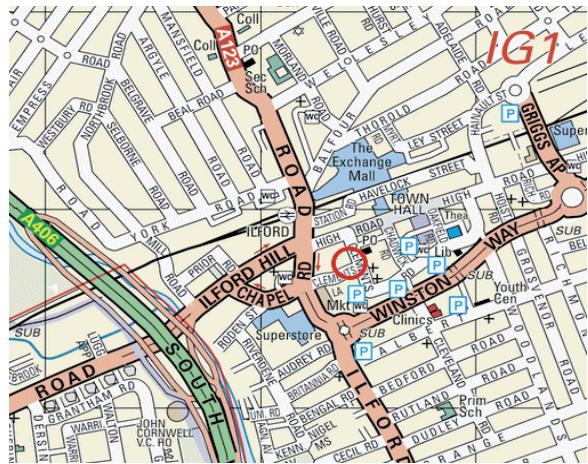
Forest House
16-20 Clements Road
Ilford
IG1 1BA

Our phone number is
020 8553 1004

Train

We are two minutes' walk from Ilford station, which is in Zone 4. The station is on the TfL Rail line which runs from Liverpool

Street to Shenfield. To get to our office from the station turn right, then left at the traffic lights into the High Road. Clements Road is the first right.



Buses

There are buses to Ilford from all over Redbridge and from neighbouring areas including Stratford, Manor Park, East Ham, Barking, Romford, Walthamstow and Leytonstone.

Buses stopping near our office include the 25, 86, 123, 128, 145, 147, 150, 167, 169, 179, 296, 364, 366, 396, 462, EL1, EL2 and W19.

Parking

There is no parking at our office, but there is a multi-storey car park in Clements Road, a minute's walk from our office. Spaces are usually available. Parking for between 6 and 12 hours cost £6.50 in summer 2016.

See www.tfl.gov.uk for public transport details

Training from Volunteer Centre Redbridge

Are you thinking of volunteering? If you've not done it before, and you're not sure what it involves, we can help.



Volunteer Centre Redbridge runs Introduction to Volunteering workshops fortnightly on Monday mornings. These friendly and informative workshops are specially designed for people who have not volunteered before and cover:

- what it means to be a volunteer
- how to go about finding the most appropriate volunteering opportunity
- what to expect from the volunteer recruitment process

You can ask any questions you might have about volunteering and the sort of roles that are available locally. You can also book an individual advice session to discuss your interest in volunteering in more detail.

**To book a place at a workshop, contact
Volunteer Centre Redbridge on 020 8514 9624**

IT Training from Redbridge Institute

£15

for a 10-week course

Every voluntary or community organisation needs IT skills. Funders, stakeholders and people who use your services expect you to have a website, communicate by email and apply for funding online.

Redbridge Institute offers IT courses for both beginners and improvers.

Courses

Beginners

You can learn basics like using a computer and a mouse for basic word processing, including editing, formatting, saving and printing. You also learn how to search for information on the internet.



Improvers

A course for people who want to improve their computer skills and gain a qualification. Create, edit and format different kinds of documents and learn to manage files.

Internet and email

Learn how to search the internet for information and set up and use an email account.

Using your iPad tablet and social media

Use your Apple tablet to its full potential, and start using social media like Facebook.

Dates and times

Courses last ten weeks, starting in late September 2016. Sessions last two hours each, and start at different times in the morning and afternoon. Sessions finish by 3pm at the latest. More courses will start in spring and summer 2017.

Locations

Courses are available in Hainault and Ilford. Most courses are available at both locations, but the course on using your iPad is only available in Hainault.

- **Hainault**

Hainault Forest Community Association
100B Manford Way
Chigwell
IG7 4DF

- **Ilford**

Mildmay Learning Centre
2-4 Mildmay Road
Ilford
IG1 1DT

"Thanks! I have really enjoyed learning about emails. I am now happy contacting people. It has been a good course."

Enrolment and eligibility

- To join a course, you must have lived in the UK or EU for three years or more and be 19 years or older.
- You must pay the fee when you join a course. Fees cannot be refunded.
- You can only enrol for a course on certain dates
- If you want to join a course in Ilford, you will need to attend an interview in mid-September.

"I know my way round an iPad now and enjoy using the apps. The tutor was simply wonderful, very helpful, knowledgeable and patient."

Other courses

Redbridge Institute offers a wide range of other courses, from beginners to level 3. Topics include Word, Excel, PowerPoint, keyboard skills, Sage, and social media.

More information

Contact Redbridge Institute on 020 8550 2398 or at enquiries@redbridge-iae.ac.uk, or see their website at www.redbridge-iae.ac.uk



RedbridgeCVS

inspiring everyone to play a part in a caring, vibrant community

We are the umbrella body for voluntary and community groups in Redbridge. Our services include:

- **Website and weekly email bulletin**
Online news, diary and resources for community organisations
- **Community magazine**
Monthly magazine for and about Redbridge voluntary organisations
- **Room hire and photocopying**
Affordable meeting rooms in Ilford. Colour and b/w copies from 3p each.
- **Fundraising**
Helping small groups raise funds and apply for grants
- **Volunteer Centre**
Helping people volunteer and supporting organisations working with volunteers
- **Representing the voluntary sector**
Working in many forums, with the Council and with Redbridge CCG
- **Employment and skills**
Helping people get into work (formerly East Tenders)
- **Health partnership**
Liaison between the voluntary sector and Redbridge CCG
- **BAMER psychological health**
Reducing health inequalities for black/Asian/ethnic minority/refugee communities
- **Fit for Fun**
Working with community groups to get people taking exercise
- **TB Awareness**
Raising awareness among communities at high risk

020 8553 1004
info@redbridgecvsnet.net
www.redbridgecvsnet.net