

Training Courses

Spring/Summer 2019

Affordable and friendly training in small groups.



Book in advance and get our **Early Bird Discount**



Four reasons to book your training with us:

- The training you need, with guaranteed quality
- Good value: two ways to save
- Small and friendly groups of people from organisations like yours
- Sessions are easy to book and easy to get to

The training you need, with guaranteed quality

We're running the courses you told us you needed

We surveyed local groups before we put this brochure together – the courses here are the ones which groups like yours asked for.

Quality guaranteed by an independent watchdog

E Most training sessions are **Essentials** courses, which cover the basics every organisation needs. **Essentials** courses are accredited by the CPD Certification Service, so you know that a professional body independent of RedbridgeCVS vouches for the quality of our training. In this brochure **Essentials** courses are marked with the “E” logo shown here on the left.



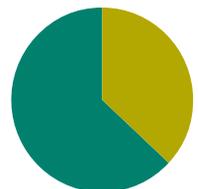
Most trainees rate our courses as excellent

Of the people who came on our training courses in 2017-18, 63 percent rated them excellent.

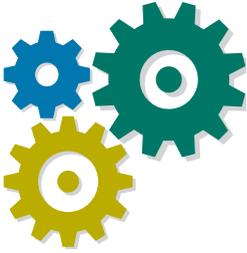
How would you rate the training you did?

Excellent: 63%

Good: 37%



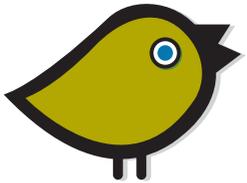
Good value: two ways to save



Join RedbridgeCVS

Lower prices for members

We invite all local voluntary and community groups to become **members of RedbridgeCVS** – it's **free to join**. 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.



Early Bird Discount

Book in advance: 15% off

Now you can get money off all our courses – all you have to do is **book four weeks in advance** of the training to get our early bird discount.

Small and friendly groups of people

We know local groups and make an effort to be open to all parts of the community.

- RedbridgeCVS is the umbrella body for local community groups. 4 out of 5 of our members say that “RedbridgeCVS understands the needs of small community groups like ours.”
- Most of our courses have a maximum of ten trainees.
- We make an effort to involve all of our trainees in discussions and exercises so that everyone’s voice is heard.
- We’re strongly committed to equality, and welcome everyone on our courses, including women and men, people from ethnic minorities, LGBT people and disabled people – whatever your age. If you have any concerns about whether you’ll be able to take part fully in the training, just ask.

Easy to book, easy to get to

How to book

You can book for any of the courses now at:

www.redbridgecvs.net/training

The cost includes all training materials, and also refreshments, but not lunch.

How and when to pay

After you book we will send you an invoice. We need to receive payment 10 working days before the course.

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 Bimmy on 020 3874 4138 or at bimmy@redbridgecvs.net.

Terms and conditions, refunds

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. You can cancel your booking and get a full refund if you cancel ten working days or more before the course. If you cancel after this, you may receive a partial refund, or no refund at all.

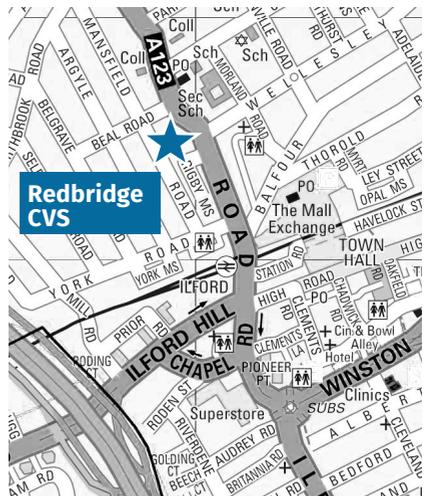
How to find us

All the training sessions this autumn take place at **RedbridgeCVS**, 103 Cranbrook Road, Ilford IG1 4PU.

Our office is in central Ilford, a few minutes' walk from the station and served by lots of local buses: see www.tfl.gov.uk for transport details. There are paid car parks nearby, but no free parking. Bicycle racks are available on Ilford High Road and at Ilford Station. The office is wheelchair-accessible: please let us know if you have other access needs.

Courses fit with your other commitments

Our courses finish by 3pm so you can get away, for example to pick up kids from school.



Human Trafficking and Modern Slavery

9.30am-1pm, Friday 11 January

Early bird: pay less if you book by Friday 21 December

Up to 20,000 men, women and children are coerced into crime, forced labour and sexual exploitation in the UK each year.

This workshop will help you to know how to identify someone who is either vulnerable to trafficking or has experienced exploitation, know how to support them and how to report concerns.

National Human Trafficking Awareness Day

11 January

What you'll learn

- What modern slavery and human trafficking is, and the difference from people smuggling
- What good internal referral mechanisms look like
- How to identify and respond to potential cases of modern slavery and human trafficking
- Good practice models for multiagency work



Fee	Standard	Early bird
Group members, income under £10,000	£20	£17
Group members, income over £10,000	£30	£25
Individual members and supporters	£40	£34
Non-members	£60	£51

Book at www.redbridgecvs.net/training • Queries? Ring Bimmy on 020 3874 4138

Showing How Your Group Makes a Difference



9.30am-3pm, Thursday 24 January

Early bird discount ends Thursday 3 January

Most groups collect figures about what they do. But now funders want you to show that you bring about change in people's lives.

Groups often now need to go beyond recording what they do and with whom. This session provides you with ways of demonstrating the broader benefits or outcomes – the social impact – which your work achieves.

“Well structured, well delivered course – interactive and informative. Thank you!”

Forest Farm Peace Garden

What you'll learn

- What an “outcome” is and isn't
- How to use an “outcomes model”
- The benefits of defining outcomes for managing your work
- Identifying outcome indicators
- Going beyond outcomes – measuring social value and impact



Fee	Standard	Early bird
Group members, income under £10,000	£40	£34
Group members, income over £10,000	£60	£51
Individual members and supporters	£80	£68
Non-members	£120	£102

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Safeguarding Adults, level 1



9.30am-3pm, Wednesday 30 January

Early bird: pay less if you book by Wednesday 9 January

Your organisation is legally obliged to “safeguard” people who use your services – to protect their health, wellbeing and rights so they can live free from harm, abuse and neglect.

You need to take all possible steps to safeguard your service users, and ensure the people working with them are safe to do so. Your organisation also needs to know how to deal with allegations of abuse: how can you distinguish between allegations which result from real abuse and those which reflect misunderstandings? How do you cope with the distress an allegation can cause?

“Very informative with practical exercises to enhance knowledge.”

RedbridgeCVS Health Buddy

What you’ll learn

- The background to adult protection and safeguarding adults
- How to identify adult abuse
- How to recognise the signs and symptoms of abuse
- What to do if you suspect abuse



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Keeping Safe Online



9.30am-3pm, Wednesday 6 February

Early bird: pay less if you book by Wednesday 9 January

Online services like shopping, gaming and social media are part of life for many people. But you also see regular reports of crime, abuse and bullying. How can you keep safe?

This session explains how to use online services safely – both on behalf of community groups and in your personal life – so you can take advantage of them while avoiding the pitfalls.

Safer Internet Day

5 February

What you'll learn

- Positive potential of the internet and overview of risks
- Personal information – keeping yourself and your content secure
- Cyberbullying
- Sexual content
- Issues affecting children and young people
- Where to get help and support
- The law regarding online services



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Introduction to Managing Volunteers



9.30am-3pm, Thursday 14 February

Early bird: pay less if you book by Thursday 17 January

This session covers the essentials and helps identify areas you could improve on, using a simple action plan.

Most organisations couldn't survive without volunteers. This course helps you establish good working relationships with your volunteers, adopting the volunteer management good practice principles.

What you'll learn

- Be clear on why you want to involve volunteers
- How to ensure your volunteers undertake their roles safely
- Know what policies you need
- How to recruit and induct volunteers
- How to support, develop and reward your volunteers



"Friendly staff, relaxed atmosphere."

Al Huda Welfare Foundation UK

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Publicise Your Organisation Using Social Media



9.30am-3pm, Thursday 28 February

Early bird: pay less if you book by Thursday 31 January

**Half the UK population uses Facebook – more than half for under-30s.
You need to use social media – it's free, and easy to do.**

This course is a basic introduction to using Facebook and Twitter: no experience is required. We'll be using computers, but you can use social media through a smartphone or tablet too – so if you have one, bring it along.

"Excellent introduction to Facebook and Twitter."

Ilford Workers' Educational Association

What you'll learn

- The basic concepts behind Facebook and Twitter
- How to use these platforms to share information about your group, promote your events and hold small group discussions
- How to avoid pitfalls and problems
- How to assess the effectiveness of your use of social media



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Safeguarding Children and Young People, level 1



9.30am-3pm, Thursday 7 March

Early bird: pay less if you book by Thursday 7 February

Everyone is responsible for children's welfare: staff and volunteers can often identify and respond to concerns about abuse or neglect.

Any staff member or volunteer may come across a child or young person at risk of abuse, or an adult who may be harming a child or young person.

What you'll learn

- What safeguarding is and how it differs from child protection
- Definitions, categories, signs and indicators of child abuse
- What to do if you have concerns
- What will happen once you've told someone about your concerns
- Basic information about the law regarding children's welfare
- The role of the Local Safeguarding Children Board (LSCB)

"Liked being made to feel at ease in which learning can develop."

Vandome Cycles/B&D CC



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How to Write Successful Funding Applications



9.30am-3pm, Wednesday 13 March

Early bird: pay less if you book by Weds 13 February

How can you increase your chances of success, and get funding to deliver the work your service users need?

Applying for grants is a tough and competitive business. This workshop will help your board members, staff and volunteers increase your chances of success. The workshop is meant for small voluntary and community groups based in Redbridge.

"Learnt a lot of new strategies."

Redbridge Panjabi Centre

What you'll learn

- How to identify the real difference a grant will make for your service users
- How to capture a funder's interest
- Setting out your project budget
- Key do's and don'ts for your application – the mistakes that many groups make, and how to avoid them



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Policies and Procedures

What Do You Need?



9.30am-3pm, Thursday 21 March

Early bird: pay less if you book by Thursday 21 February

Clear policies and procedures are essential to a well-run organisation: they set out who can do what and how.

Clear policies and procedures lead to fewer misunderstandings, make it easier to decide what to do in difficult situations and help ensure your group makes decisions in a transparent and consistent way.

This session is aimed at new groups, people looking to form a group, or an existing group that wants to operate in a more professional way or to brush up its practice.

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

Redbridge Faith Forum

What you'll learn

- Which policies and procedures your group needs
- Areas and activities where policies would be appropriate
- How to develop the policies and procedures you need
- Where to get support with the process



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Get Your Story Told: Writing Press Releases



9.30am-3pm, Wednesday 3 April

Early bird: pay less if you book by Wednesday 6 March

Getting a story in the local paper is a great way of getting publicity – and it's free.

As advertising spend moves to the internet, local papers can't afford to employ journalists – so they'll often welcome a well-written press release, and may print it with very few changes. It's a powerful way of promoting your organisation – 2 out of 3 people trust what they read in their local paper.

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

Healthwatch Redbridge

What you'll learn

- How to use the media successfully
- Three easy ways to get the media interested
- Four quick steps to writing a press release

By the end of the day you'll have developed a press release for your own organisation.



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What You Need to Know if You're a Board Member



9.30am-3pm, Thursday 25 April

Early bird: pay less if you book by Thursday 28 March

Board member, committee member, trustee – whatever word your group uses, make sure you understand your legal responsibilities.

Most charities and community groups are run by a board or a management committee, which has responsibility for setting strategy, upholding the organisation's values and making sure it delivers its goals.

"Better understanding of 'roles' through the shared group involvement. Clear and informative."

Ubuntu Arts

What you'll learn

- Why it's important to have a management committee
- The roles and responsibilities of trustees and honorary officers, and the terminology used
- How to divide responsibilities between committee members, staff and other volunteers
- How to assess what training your committee members need



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Safeguarding Adults, level 1



9.30am-3pm, Thursday 9 May

Early bird: pay less if you book by Thursday 11 April

Your organisation is legally obliged to “safeguard” people who use your services – to protect their health, wellbeing and rights so they can live free from harm, abuse and neglect.

You need to take all possible steps to safeguard your service users, and ensure the people working with them are safe to do so. Your organisation also needs to know how to deal with allegations of abuse: how can you distinguish between allegations which result from real abuse and those which reflect misunderstandings? How do you cope with the distress an allegation can cause?

“Very informative with practical exercises to enhance knowledge.”

RedbridgeCVS Health Buddy

What you’ll learn

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Creating and Sending Out Email Newsletters



9.30am-3pm, Thursday 16 May

Early bird: pay less if you book by Thursday 18 April

Find out how to keep in touch with members or supporters for free, access your mailing list from anywhere and improve your communications by finding out what really interests your audience.

This course explains how to write and design a newsletter, and how to use the free Mailchimp website to store your mailing list, send out your newsletters and check how many people read them.

What you'll learn

- What content to include and how to write about it
- How to design a newsletter people will want to read
- Managing mailing lists and making sure you're not treated as spam
- How to find out if people are reading the newsletter and what about it interests them, so you can improve future issues



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Good Practice: An Ideal Volunteer



9.30am-3pm, Tuesday 4 June

Early bird: pay less if you book by Tuesday 7 May

The aim of this workshop is to introduce organisations to the importance of good practice when working with volunteers.

Most community organisations could not survive without volunteers. This course, together with the course on the next day, help to establish good working relationships with volunteers, to help keep their interest and commitment for longer.

National Volunteers Week

1-7 June

What you'll learn

- Be clear on why you want to involve volunteers
- Understand the people who can volunteer and whether your organisation would be able to support them
- Know what policies are needed
- Understand how to mitigate the risks involved.



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Recruitment and Retention of Volunteers



9.30am-3pm, Thursday 6 June

Early bird: pay less if you book by Thursday 9 May

The aim of this workshop is to understand the processes involved when recruiting volunteers and retaining them.

Most community organisations could not survive without volunteers. This course, together with the course on the previous day, help to establish good working relationships with volunteers, to help keep their interest and commitment for longer.

National Volunteers Week

1-7 June

What you'll learn

- How to design a volunteer description to get the best person for your organisation
- How to decide if a potential volunteer is right for your organisation
- Why you should give new volunteers an induction
- How to regularly give support and supervision to volunteers
- How to develop and reward your volunteers



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Safeguarding Children and Young People, level 1



9.30am-3pm, Wednesday 19 June

Early bird: pay less if you book by Wednesday 22 May

Everyone is responsible for children's welfare: staff and volunteers can often identify and respond to concerns about abuse or neglect.

Any staff member or volunteer may come across a child or young person at risk of abuse, or an adult who may be harming a child or young person.

Small Charity Week

17-22 June

What you'll learn

- What safeguarding is and how it differs from child protection
- Definitions, categories, signs and indicators of child abuse
- What to do if you have concerns
- What will happen once you've told someone about your concerns
- Basic information about the law regarding children's welfare
- The role of the Local Safeguarding Children Board (LSCB)

"Liked being made to feel at ease in which learning can develop."

Vandome Cycles/B&D CC

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Creating a Fundraising Strategy



9.30pm-1pm, Thursday 20 June

Early bird: pay less if you book by Thursday 23 May

This half day workshop will cover the key components you need to design a fundraising strategy that works for you.

What you'll learn

- What areas to think about when planning your fundraising strategy and where it fits with other organisational plans
- How to identify different fundraising options and opportunities that are suitable for the organisation including short term and long term needs
- How to prepare a strategy which sets out for each funding area, targets, activities, timescales and resource requirements.

Small Charity Week Fundraising Day

20 June



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Group members, income under £10,000	£20	£17
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Non-members	£60	£51

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Confidence Building through Assertiveness



9.30am-3pm, Thursday 11 July

Early bird: pay less if you book by Thursday 13 June

Learning to say “no” can greatly reduce the interpersonal conflicts in your life, making you feel more confident and benefitting the organisation you work with.

This course teaches you techniques and strategies that help you assert yourself, so that you don't feel “put upon” and resentful, but instead contribute confidently and constructively to your group.

What you'll learn

- The meaning of assertiveness
- Recognising your rights
- Some basic assertiveness techniques
- How to communicate in a direct, clear, open and honest manner
- 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



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Group members, income under £10,000	£40	£34
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GDPR Refresher



9.30am-1pm, Thursday 18 July

Early bird: pay less if you book by Thursday 20 June

The Data Protection Act was updated by the GDPR legislation in May 2018. This course provides a real-world guide to the action groups need to take to comply with the law.

Community organisations often hold sensitive information about people, and want to keep that information safe and use it properly. The law sets standards – and organisations that break the law face fines and embarrassment.

“Liked group discussions and planning GDPR implementation.”

Roma Support Group

What you'll learn

- The principles behind the GDPR
- How data protection works in practice
- What action you need to take

You'll leave with a checklist to help your organisation take action to comply with the new law.



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IT Training from Redbridge Institute

£15
for a 10-week
course

Every voluntary or community organisation needs IT skills. Redbridge Institute offers courses for both beginners and improvers.

Courses

- **Beginners:** you can learn basics like basic word processing. You also learn how to search for information on the internet.
- **Improvers:** increase your 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.
- **iPad:** use your Apple tablet to its full potential.

Dates, times and locations

Courses last ten weeks, starting in January 2019. 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 later in 2019. Courses are available in Hainault, Ilford and Gants Hill. Most courses are available at all locations, but the course on using your iPad is only available in Hainault.

Enrolment and eligibility

- You must have lived in the UK or EU for 3 years or more and be 19 or over.
- You must pay the fee when you join a course. Fees cannot be refunded.
- You can only enrol for a course on certain dates
- To join a course in Ilford, you need to attend an interview.

Other courses

Many other IT courses are available, from beginners to level 2. Topics include Word, Excel, PowerPoint, Sage, eBay, social media and business admin.

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

Custom-built courses on your premises

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

Our in-house training is very popular – last year we delivered to Healthwatch Redbridge staff, RedbridgeCVS Health Buddies and Employment & Skills Team participants.

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/rcvsinhouse>.

Courses available include:

- Training the Trainer
- Organising your AGM
- Safeguarding Adults
- Safeguarding Children and Young People
- Working with your Management Committee



Find out more: contact Bimmy at bimmy@redbridgecvs.net or on 020 3874 4138

“You gave us a lot of very useful information yet made the learning both practical and enjoyable.”

North Meets South

Are you thinking of volunteering?

If you've not done it before, and you're not sure what it involves, training from Volunteer Centre Redbridge 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 or at volunteeringbroker@redbridgecvs.net



Other RedbridgeCVS services

We are the umbrella body for voluntary and community groups in Redbridge. We invite all such groups to become our members, free of charge. For contact details, see the back cover.

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
- **Photocopying**
Colour and black-and-white copies from 3p each.
- **Fundraising**
Helping 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
- **EaST (Employment and Skills Team)**
Helping local people get into work
- **Health partnerships**
Liaison between the voluntary sector and Redbridge CCG
- **Fit for Fun**
Working with community groups to get people taking exercise
- **Health and wellbeing buddies**
Raising awareness of health and wellbeing issues in different communities
- **Social prescribing**
Connecting people with local community groups that can support them
- **Children and Young People's Network**
Supporting local groups working with young people from birth to age 25

RedbridgeCVS



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

020 8553 1004

info@redbridgecvs.net

www.redbridgecvs.net

103 Cranbrook Rd, Ilford IG1 4PU



European Union
European Social Fund
Investing in jobs and skills



Education & Skills
Funding Agency

