



Training Programme Spring 2012

How to get the best out of Volunteer Centre interviews

FREE

If you work or volunteer in a Volunteer Centre this will be a useful FREE training session for you.

Learn how to make visitors to your Centre feel relaxed. Practise building rapport, open questioning, interpreting body language, showing empathy and much more.

Date Wednesday 25th January
Time 10:00–13:00
Venue The Conference Centre, Building 6000, Langstone Technology Park, Langstone Road, Havant, Hampshire PO9 1SA.

Working in partnership with



Creating and Designing a Website for less than £20

Learn how to create and design a basic web site—progressing to registering a domain name and have your site live on the internet. Start marketing your organisation on the World Wide Web! Learn how to create and design a basic website. Delegates will design their own live website during the day, then progress to registering a domain name—if required. This can be for as little as £12 (this is not included in the cost of the course). Ideal for people with minimal experience (other than basic word processing) and does not require the use of expensive and complicated web design packages. **Laptops will be used and basic computing skills are essential.**

Date Friday 3rd February
Time 09:30–16:30
Venue St Johns Church Hall, Rowlands Castle, PO8 6DF
Cost £55 Voluntary Sector (concessions available); £110 others.

NOTE: Please ensure that you have your own email address and you know your email password.



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Finance for Non-Financial Managers

Dealing with finances can be difficult and it is daunting if you have little or no financial experience. Demystify the monthly accounts, improve your financial understanding and reporting. Find the differences between statements, accounts, budgets, cash, profit, audits and liabilities. It will unravel the information and leave you with confidence to understand what you are looking at. This course is for those with little or no previous financial experience who need to understand and interpret financial information including staff, trustees, volunteers and managers of voluntary organisations.

FREE to voluntary organisations

Date Monday 6th February
Time 09:30–15:30
Venue Church on the Green,
Rowlands Castle, PO9 6AB

The Essential Trustee Roles and Responsibilities

This session is aimed at both new and existing trustees and will enable participants to: identify and discuss the roles and responsibilities of trustees and management committees; address the importance of an induction programme; examine the current situation within the participant’s own organisation; provide the opportunity to share good practice; and discuss any positive changes that could be made.

FREE

Date Thursday 9th February
Time 10:00–12:30
Venue Alton College, Alton, GU34 2LX



Computers in the Community

If you are interested in finding out about customised computer training for your staff and volunteers then Community First can help you. We can bring laptops to your venue and our trainers can facilitate a bespoke course for you. If you have a Wi-Fi connection, courses can be customised around the use of the internet and emails. Our trainers can deliver basic, intermediate and advanced computer workshops on Word, Publisher, PowerPoint, Excel, Access and Digital Camera and Photo Editing.

Contact the Learning & Development team at Community First for further information.



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Practical Project Management

Project management skills are increasingly important in the voluntary and charity sector. This course is designed to help you organise your project to ensure you get the result you want. It will look at confidence building and increased familiarity with what you should know when undertaking a large or small project. It will leave you with an understanding of the terminology and jargon complicating project managing; help you to identify your aims and possible outcomes of your project and look at different project management techniques.

Date Tuesday 21st February
Time 10:00–13:00
Venue Forest Community Centre,
Bordon, GU35 0BS
Cost £35 Voluntary Sector
(concessions available); £70
others.

Touch Typing - Basic and Intermediate

This is an exciting new course that will teach you the basics of touch typing and help you to increase your typing speed to 20-30 wpm. Touch typing is typing without using the sense of sight to find the keys.

NEW: Intermediate Level: Having reached a basic speed of 20-30 wpm, this new 4-part course will help you to increase your speed to 60 wpm. This session will review the basics and focus on speed typing exercises by reviewing the most common words and often misspelled words.

Date Thursday 23rd February, 1st,
8th and 15th March
Time 09:30–11:00
Venue St Johns Church Hall,
Rowlands Castle, PO8 6DF
Cost £40 Voluntary Sector
(concessions available); £80
others.



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Evidencing your Organisations Outcomes

FREE to Voluntary Organisations

It is important to keep a record of your organisations achievements as we know how important it is to prove this to funders and clients wanting to use the services of the voluntary sector.

This course will be looking at your options of how to coherently and concisely produce reports of your organisations activities and results.

Date Friday 24th February
Time 10:00–15:00
Venue Alton Maltings Centre, Alton, GU34 1DT

Cost £20 Others

Sandwich lunch and refreshments will be provided.



Excel Improvers

Excel is a spreadsheet programme that uses workbooks and worksheets to perform calculations or keep accounts, budgets, payrolls etc. The day will cover checking and recapping the basics; basic functions and more on formulas; formatting a worksheet; creating and working with charts; managing workbooks and working with lists (Excel as a Database). You will already have a basic understanding of Excel.

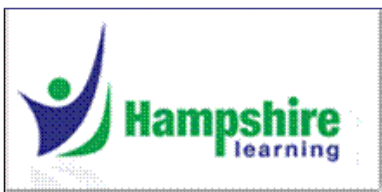
Date Monday 27th February
Time 09:30–15:30
Venue Alton Maltings Centre, Alton, GU34 1DT

Cost £55 Voluntary Sector (concessions available); £110 others.

NOTE: Laptops will be used, together with Microsoft Office 2007.



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Producing Effective Publications

This day long workshop is for anyone wanting to produce newsletters and other publications to help communicate the work of their organisation. Making the step from simple word processed publications to professional looking materials may seem like a difficult step to take, but this course is designed to make it easy and enjoyable.

The workshop covers the duties of an editor, clear writing skills, using images the basics of design and desk top publishing using Microsoft Publisher and there will be practical exercises to allow delegates to get hands on experience of the process.

Note: Laptops will be used and basic computing skills are essential.

Date	Friday 2nd March
Time	09:30–16:30
Venue	St Johns Church Hall, Rowlands Castle, PO8 6DF
Cost	£55 Voluntary Sector (concessions available); £110 others.

Dual Approach to Volunteering—the Legalities and all that

FREE

This workshop is valuable for large and small organisations. Aimed at Managers of Volunteer Centres, organisations engaging volunteers, as well as volunteers themselves.

Some of the questions to be answered: Are volunteers covered by Employment Law? What are the Health & Safety obligations towards volunteers? Should volunteers have criminal record checks? Other areas of concern might be expenses, benefits, data protection and avoiding creating employment contracts.

The dual approach to this session will help those volunteering together with organisations and Volunteer Centres to gain a better understanding of the legalities.

Date	Tuesday 6th March
Time	10:00–13:00
Venue	Kingsley Centre, Near Bordon, GU35 9ND



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The Basics of Fundraising

Fundraising is one of the most challenging but exciting aspects your organisation will be faced with, but in hard times it can seem daunting and impossible to see where to start.

This course will be looking at the basics of fundraising, where you start, and what to be doing. It will identify the realistic goals of fundraising, types of fundraising and how to get what you set out to achieve.

Date Friday 9th March
Time 10:00–16:00
Venue TBC

Cost £50 Voluntary Sector (concessions available); £100 others.

Organising an Event

Do you know how to put on an Event? This workshop is a step by step guide for the Community to explore the issues involved in organising an event. It's something that we may all want to do once in a while, and this workshop is the perfect opportunity to find out more!

Whether it's a street party to celebrate the 2012 Olympics or planning a school fete or an event for your organisation, a business networking event, the Queen's Diamond Jubilee Celebrations or perhaps you could be holding your event as a profitable business venture, or you may simply be looking to improve upon last year's event, perhaps to make it bigger and better than previously.

Date Tuesday 13th March
Time 12:30–15:30
Venue Jane Austens House Museum, Alton, GU34 1SD

Cost £35 Voluntary Sector (concessions available); £70 others.



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Lone Working—The Basics of Keeping Yourself Safe

FREE

An opportunity for reception staff, those involved with home visits, development workers, caretakers or anyone who might be involved in lone working, to explore the risks and practical solutions to situations that could occur during your working day.

Date Wednesday 14th March
Time 10:00–12:30
Venue Farnborough Community Centre, Farnborough, GU14 7LE

This is a generic course and will cover assessing the risks; travelling alone safely; personal alarms, home visits; how to plan strategies; potential danger areas and practical ways of meeting them; violence and aggression and managing situations.

Finding Your Unique Selling Point

FREE to Voluntary Organisations

When it comes to applying for bids and funding it is important to clearly state what your unique selling point of your organisation is. To concisely and correctly identify what this is can be difficult.

Date Tuesday 20th March
Time 10:00–13:00
Venue RKDia, Horndean, P07 9NN
Cost £20 Others

This workshop will be helping you to pinpoint your organisations unique selling point.



Help and support with personal safety and lone working

If your organisation would like some one-to-one support regarding lone working and health and safety then we can help. We can identify any particular issues you might have about personal safety and review your lone working policies and procedures. There is a legal responsibility for employers to address the issue of workplace violence.

If you would like to learn more about this service then meetings can be arranged by appointment, or we can arrange a short talk and deliver training to staff and volunteers about risk assessing, lone working, home visits, personal alarms and "common sense" techniques.

Contact the Learning & Development team at Community First for further information.



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Powerful Presentations—How to Get Your Message Across Effectively

Standing up and giving a presentation can be nerve-wracking, but worth getting right. Aimed at those who have little or no experience of giving presentations in front of an audience in a formal or informal setting. Will cover key messages; practical tips on PowerPoint and equipment; PowerPoint slides; prompts; delivery styles; hand-outs; strategies for dealing with nerves; and practice and feedback on delivery.

In the afternoon you will have an opportunity to present a short presentation to the group and receive constructive feedback on your delivery style with a short discussion after your

Date Friday 23rd March
Time 09:30–16:30
Venue Liphook Millenium Centre, Liphook, GU30 7LD
Cost £55 Voluntary Sector (concessions available); £110 others.

Inspiration and Motivation in the Workplace

In tough times it can be hard to see a brighter future and this can affect our work practice. In this workshop you will be looking at how to combat the blues and look to the future. It will focus on your expectations and set goals for the future; performance monitoring; developing with people in your organisation; and solution focused thinking.

Date Wednesday 28th March
Time 09:30–12:30
Venue TBC
Cost £35 Voluntary Sector (concessions available); £70 others.



Emergency First Aider at Work

This course is intended for smaller workplaces where the appointed person will be able to take charge in the event of an illness or accident. At the end of the course attendees will have demonstrated competence in basic life support skills and increased their awareness of managing a first aid incident in the workplace.

A certificate will be issued which will be valid for 3 years.

No prior knowledge is necessary.

Trainer registered with Health & Safety Executive.

- Date** Friday 30th March
- Time** 09:30-16:30
- Venue** RKDia, Horndean, PO7 9NN
- Cost** £55 voluntary sector; (concessions available, please enquire); £110 others

East Hampshire Community Learning Forum

If you are in East Hampshire, these forums are a chance to share your training news and experiences with other training providers and participants. Topical speakers at each Forum.



- Next meetings:
- Date** Tuesday 21st February, Wednesday 13th June, Thursday 22nd November

Time 13:45 for 14:00–16:00

Venue EHDC offices, Petersfield, GU31 4EX

www.easthants.gov.uk/learning

If you would like to attend any of these workshops, please contact **Community First East Hampshire**

Telephone: 01730 710017,
or email bookings@cfeh.org.uk

You can also book online at:
<http://www.cfeh.org.uk/training/training-booking-form>



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**You can now book onto all our courses using the online booking form.
Go to: <http://www.cfeh.org.uk/training/training-booking-form>**

Looking for a Training course that's not offered here?
Community First may be able to help you. We offer training, information and advice on a range of voluntary and community based subjects. We welcome your ideas about how we can deliver courses to make them more accessible.

Quality standards: Our training courses are delivered in accordance with RARPA - Recognising & Recording Progress & Achievement - a national quality standard for non-accredited learning.

Please complete a booking form to attend any of these sessions.
Community First East Hampshire
The Tilmore Centre, 1 Tilmore Road, Petersfield, GU32 2HG
Tel: 01730 710017
email: bookings@cfelh.org.uk / www.cfeh.org.uk

Meeting your support requirements: CFEH is committed to meeting the requirements of people with learning difficulties and disabilities. We will do our best to ensure you can participate fully, providing the resources are available to us.



Participating organisations may be contacted by our funders for monitoring purposes.



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Training Course Booking Form



PERSONAL						
Please complete one form per delegate per course						
Name:				Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other ...			Date of Birth	/	/
When did you last attend a training course?				<input type="checkbox"/> in last 3 yrs	<input type="checkbox"/> over 3 yrs ago	
Have you been permanently resident in the EU for the last 3 years?				<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Special Requirements (eg access, communication, learning, dietary)						
ORGANISATION						
Name of Organisation						
Organisation Address:						
Organisation Post Code:						
Organisation Tel No:			Org. Email:			
Home Address:			Home Tel:			
Home Post Code:			Mobile:			
			Pers. Email:			
Role of Organisation	<input type="checkbox"/> Charity or Voluntary	<input type="checkbox"/> Statutory	<input type="checkbox"/> Social Enterprise	<input type="checkbox"/> Business Sector	<input type="checkbox"/> Other	
COURSE						
Course Title / Course Date						
What would you like to achieve from this course? (please state at least 2 of your key objectives)						
1:			2:			
If you are paying a concessionary fee please indicate the reason below and supply supporting evidence:						
Receiving Pensions Credit			Older learner (date of birth given as evidence)			
Receiving Income based Job Seekers Allowance			Asylum seeker or their dependant			
Receiving Working Tax Credit Income limit £16,190			Receiving income-related employment and Support Allowance			
Receiving Council Tax or Housing Benefit			Local provider policy			
Other. Please specify:						
BOOKING						
Discounts	All courses are heavily subsidised by our Funders; however further discounts are available - please contact the Learning & Development Coordinator in confidence.					
Cancellation	Failure to attend a booked place, or failure to cancel within 2 weeks of the course taking place, may result in your organisation being invoiced for the full cost of that place. FREE courses: we would appreciate you letting us know 2 weeks before the start of the workshop if you are unable to attend.					
Data Protection	The information requested above helps to show how funding is being used and to plan improvements to courses. The information you provide will be passed to the Skills Funding Agency. The SFA is responsible for funding, planning and encouraging training in England and is registered under the Data Protection Act 1998. At no time will your personal information be passed to organisations for marketing or sales purposes.					
Payment	<input type="checkbox"/> Cheque enclosed - payable to 'Community First East Hampshire' <input type="checkbox"/> Please invoice <input type="checkbox"/> Free					
Return to	Community First East Hampshire, The Tilmore Centre, 1 Tilmore Road, Petersfield GU32 2HG		Tel Fax Email	01730 710017 01730 710117 bookings@cfeg.org.uk		

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