

Nottingham  
Community  
and Voluntary  
Service

# Training Courses

September - December 2016





# Welcome to the NCVS training programme for September-December 2016!

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Our local experience and plain English approach make all of our courses interesting and easy to understand. The courses are practical, relevant and great value for money.

Each course is aimed specifically at Voluntary and Community Sector groups and is always tailored to the people in the room.

It doesn't matter if your organisation is big or small, new or established; we're here to help whatever you may need!

**Don't see what you are looking for?** If there are any courses that we do not currently offer but you think we should, then please let us know. If there is enough demand, we will include your ideas in our next training programme.

## **HOW TO BOOK:**

You can book onto NCVS delivered training courses by filling in a form on our website at [www.nottinghamcvcs.co.uk](http://www.nottinghamcvcs.co.uk) or by sending us an email at [training@nottinghamcvcs.co.uk](mailto:training@nottinghamcvcs.co.uk)

Some of our training is delivered in partnership with external organisations, where this is the case it will clearly state booking instructions on the poster.

# September-December 2016 at a glance...

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# Free Employment Law Q&A with Acas

**Thursday 8 September**

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The courses signify a new partnership between NCVS and Acas (help and advice for employers and employees). Together we have devised a programme for the voluntary and community sector at a significantly reduced price for Acas courses

Our programme commences with a free event, on Employment Law Q & A

## **What else do you need to know?**

### **Course date:**

Thursday 8 September 2016 1.30pm - 3.30pm

### **Location:**

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

### **Refreshments:**

Tea, coffee and water

### **Facilitators**

### **Costs**

Free

### **Contact Email**

[training@nottinghamcvcs.co.uk](mailto:training@nottinghamcvcs.co.uk)

### **Contact Phone:**

0115 934 8400

# Volunteers and the law

Wednesday 14 September and Friday 18 November 2016

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This is a practical course giving an overview of current law as it affects volunteers and voluntary organisations.

## Who should attend?

The course is suitable for trustees and directors of community and voluntary organisations, and those working with or managing volunteers.

## What level is this course?

Level 1 - Has no experience.

Level 2 - Has some experience but would like to know more.

## What will participants learn?

This session will cover the following topics:

- What a volunteer is, and when someone is not a volunteer.
- The key legal issues which may affect your work with volunteers, including employment law, health and safety and protection of vulnerable clients.
- A look at some real case scenarios.
- Considering the implications for your own organisations, volunteers and service users

## What else do I need to know?

<b>Time:</b>	1.00pm to 4.00pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	NCVS
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£50</b> (Discounted to <b>£25</b> for voluntary and community sector and social enterprises)

# Trustee duties and the essential trustee

Thursday 15 September and Tuesday 6 December 2016

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The Charity Commission is very concerned that generally trustees do not understand their role and the updated guide for trustees (The Essential Trustee) gives a clear message of what is now expected from you.

This session will help you to discharge your duties, be more aware of your liabilities and show you how to deal with conflicts of interest.

## Who should attend?

All Trustees (Board Members/Committee Members) of voluntary and community sector organisations as well as directors of CIC's, CIO's and social enterprises

## What will participants learn?

The course will:

- Explain what you are responsible for and how you must act
- Ensure you fully understand your duties and liabilities of committee members
- Explain how you can deal with conflicts within your group
- Provide you with essential/useful information and handouts

## What else do I need to know?

<b>Time:</b>	5.30pm to 8.30pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	David Saunders (NCVS)
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£50</b> (discounted to <b>£25</b> for voluntary and community sector)

# Introduction to volunteer management

Tuesday 27 September and Wednesday 23 November 2016

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This course will look at good practice in volunteer management. We will talk about the best ways to recruit, involve, support and retain volunteers.

## Who should attend?

It will be helpful for those who are new to working with volunteers or those who want to improve or gain new ideas for their group's volunteer management processes.

## What will participants learn?

Participants will learn about:

- How to identify difficulties with recruitment
- Tips for recruiting volunteers
- Inducting your volunteers
- Supporting and supervising your volunteers
- How to deal with difficult situations

## What else do I need to know?

<b>Time:</b>	1.00pm to 4.00pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	NCVS
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£50</b> (Discounted to <b>£25</b> for voluntary and community sector and social enterprises)

# How to take minutes

Tuesday 27 September and Thursday 8 December 2016

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If you are new to minute-taking and acting as secretary, this training session will help you learn how to take effective minutes.

## Who should attend?

This course is ideal for anyone who takes minutes e.g. trustees and committee members, and particularly newly appointed Secretaries and Deputy Secretaries of community and voluntary sector groups.

## What will participants learn?

This session will cover the following topics:

- What is a minute?
- The role and relationship of minute-taker and Chair
- Practical aspects of minute-taking
- How to take good minutes
- Minute-taking tips
- Practical minute-taking

## What else do I need to know?

<b>Time:</b>	9:30am to 12:30pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	David Saunders (NCVS)
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£25.00</b> (VCS), <b>£50.00</b> (Public / Private Sector)

# Acas Recruitment and selection

Thursday 29 September 2016

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## Recruitment & selection

An organisation is nothing without its people. Recruiting people who are wrong for the organisation can lead to performance issues, grievances, increased costs, and lowering of morale in the existing workforce. Such people are likely to be disengaged, unlikely to give of their best, and end up leaving voluntarily or involuntarily when their unsuitability becomes evident. Employers want to ensure that they are acting legally and have a responsibility to ensure that no unlawful discrimination occurs in the recruitment and selection process.

We will take you through all you need to know about how to recruit the people with right skills, behaviours and capabilities for your organisation. From planning your resourcing requirements and creating job adverts through to shortlisting and preparing for interviews.

This session covers:-

Planning your staffing needs

- Understand how the Equality Act affects recruitment
- Developing job descriptions
- Selecting the best candidate
- Unconscious bias
- Checking references and qualifications

## What else do you need to know?

### Course date:

Thursday 29 September 2016 9.30am - 12.45pm

### Location:

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

### Refreshments:

Tea, Coffee, Water

### Facilitators

### Costs

The cost of each half day session is £85, reduced to £50 for voluntary and community groups/charities/social enterprises/ sports clubs.

### Contact Email

[training@nottinghamcvvs.co.uk](mailto:training@nottinghamcvvs.co.uk)

# Acas Contract of Employment

Thursday 29 September 2016

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This is a workshop exploring the practicalities of starting a social enterprise, that will give you the best start to your new social business idea.

Focusing intensively on key areas that are vital in developing a strong and sustainable social enterprise, the workshop is aimed at those who are either interested in establishing their own social business, or in learning more about social enterprise models and growth strategies for community organisations.

## Who should attend?

Voluntary and community sector organisations, and individuals who want to establish a social enterprise.

This training is for groups and individuals located in Nottingham City only.

## What will participants learn?

Participants will learn about:

- Developing the business model
- Developing an understanding of legal forms a social enterprise can take
- Forms and sources of finance
- Delivering social value

## What else do I need to know?

<b>Time:</b>	10.00am to 1.00pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	Jules Sebelin (NCVS)
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£50</b> (Discounted to <b>£25</b> for voluntary and community sector and social enterprises)

# How to chair and manage meetings

Monday 3 October and 2016

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If you are new to chairing meetings in the Voluntary and Community Sector then this training session will explain how to manage meetings to ensure they are effective and perhaps even enjoyable!

## Who should attend?

This course is ideal for trustees and committee members, particularly newly-appointed Chair's and Vice Chairs.

## What will participants learn?

- Managing meetings – overview of types of meeting
- Roles – within a meeting
- Chairing – skills & qualities of a chair
- Chairing or Facilitating – differences and when to do it
- Preparation for the meeting
- What makes a bad meeting?
- Setting the agenda (working with the secretary)
- Rules for meetings
- Managing difficult meetings
- Opening and closing the meeting.

## What else do I need to know?

<b>Time:</b>	9.30pm to 12.30pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	David Saunders (NCVS)
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£50</b> (Discounted to <b>£25</b> for voluntary and community sector and social enterprises)

# Writing your first funding application

Friday 7 October and Friday 2 December 2016

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New to applying for grants and want to leave the theory aside and learn how to increase your chances of success?

Then come along to an interactive practical session where you will be taken through an actual funding application form by Awards For All, with helpful tips and advice which can be transferred to all other application forms.

## What level is this course?

Level 1 – Has no experience in this field

Level 2 – Has some experience in this field but would like more

## Who should attend?

This course is ideal for staff and volunteers new to grant application forms but who have now taken on that responsibility.

## What will participants learn?

- How to avoid common mistakes in writing funding applications.
- What makes a good funding application.
- Tips on where to find funding opportunities.

## What else do I need to know?

<b>Time:</b>	10.00am to 1.00pm
<b>Refreshments:</b>	Tea, coffee and water
<b>Facilitators:</b>	Rich Bacon (NCVS)
<b>Venue:</b>	NCVS, 7 Mansfield Road, NG1 3FB
<b>Cost:</b>	<b>£50</b> (discounted to <b>£25</b> for voluntary and community sector)

# Investment Readiness with Key Fund

Tuesday 25 October and Wednesday 16 November 2016

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An Investment Readiness workshop for those looking to apply for Social Investment. The workshop will help improve understanding of what Social Investment is and how to apply. These sessions are open to social entrepreneurs, social enterprises or charities looking to start up, grow or develop or purchase equipment or buildings through loan finance.

Level 1 - Has no experience

Level 2 - Has some experience but would like to know more

## What will participants learn?

- What is social investment?
- Different types of borrowing
- What is required in order to apply
- Measuring social impact

## Key Fund's current funds and application process

## What else do you need to know?

### Course date:

Tuesday 25 October 2016 10.00am - 1.00pm

### Location:

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

### Refreshments:

Tea and coffee

### Facilitators

Andrew Croft Key Fund

### Costs

£50 discounted to £25 for VCSE organisations

### Contact Email

[training@nottinghamcvs.co.uk](mailto:training@nottinghamcvs.co.uk)

### Contact Phone:

0115 934 8400

# Acas Pay and wages: getting it right

Thursday 27 October 2016

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This is a workshop aimed at helping you to understand non-grant finance options available to social enterprises.

This session will have a strong practical focus, and you will be supported to create an individual action plan for accessing the finance that is best suited to your social enterprise.

This training is for groups and individuals located in Nottingham city only.

## Who should attend?

Voluntary and community sector organisations, and individuals who want to establish a social enterprise.

## What will participants learn?

Participants will learn about:

- The different types of finance available to social enterprises
- Opportunities presented by accessing non-grant finance
- The requirements of financial providers
- The costs of different types of finance

## What else do I need to know?

**Time:** 10.00am to 4.00pm

**Refreshments:** Tea, coffee and water

**Facilitators:** Jules Sebelin (NCVS)

**Venue:** NCVS, 7 Mansfield Road, NG1 3FB

**Cost:** **£100** (Discounted to **£50** for voluntary and community sector and social enterprises)

# How to be a Top Trainer by Sahara Training

Thursday 27 October 2016

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Have you recently taken on responsibility for training staff or volunteers? Have you been delivering training for a while and want to refresh your skills? This one day course will have you up and running and training like a champion in no time.

## What level is this course

Level 1 - Has no experience

Level 2 - Has some experience but would like to know more

## Who should attend

- Anyone with responsibility for delivering in-house training to either staff or volunteers including newly appointed managers or team leaders
- Voluntary and community sector organisations, social enterprises and local businesses

## What will participants learn?

- knowing the powerful learning styles and how to apply them to your training
- knowing how to ensure that every group is in the right frame of mind to learn
- knowing how to maximise on participants left brain/ right brain thinking
- knowing the techniques of powerful presenting
- knowing how to maximise the transfer of learning
- knowing how to make every subject interesting to engage your participants

What else do you need to know?

## Course date:

Thursday 27 October 2016 10.00am - 4.00pm

## Location:

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

## Refreshments:

Hot drinks and water will be provided. Lunch is not provided.

## Facilitators

Sandy Leong, Sahara Training

## Costs

£125 discounted to £75 for VCSE organisations

# Acas Discipline and Grievance

Thursday 27 October 2016

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The law requires employers to act reasonably in their discipline of employees and in dealing with complaints. This is because poorly handled processes can lead to unnecessary and costly Employment Tribunals. The industry recognised guide to managing discipline and grievance in the workplace is the Acas Code of Practice. Tribunals can increase penalties for employers who have not followed the Acas Code of Practice. Having effective and compliant procedures in place can encourage people to observe the rules and maintain workplace standards. If staff problems are settled early they become less time-consuming, are less likely to damage working relationships, therefore improving staff motivation and productivity.

This session will cover:-

- Acas Code on disciplinary and grievance procedures: how to use it
- Resolving issues informally and when formal action is necessary
- Setting of clear rules and how to communicate them
- The importance of record keeping
- Holding a disciplinary or grievance meeting – and how to conduct it
- Deciding when an internal investigation is necessary and what it should consist of
- Taking appropriate action and the proper use of penalties and sanctions

## Dealing with appeals

## What else do you need to know?

### Course date:

Thursday 27 October 2016 1.30pm - 4.45pm

### Location:

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

### Refreshments:

Tea, Coffee, Water

### Facilitators

### Costs

The cost of each half day session is £85, reduced to £50 for voluntary and community groups/charities/social enterprises/ sports clubs.

### Contact Email

# Acas Managing Paid Staff: Helping you get it right

## Wednesday 16 November 2016

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You've been successful in running the organisation so far, but maybe now you need help hiring and managing paid staff. To help, we have packed together the essentials of HR and employment relations into a convenient training session which distils a lot of what you need to know into a one day event.

Managing paid staff has been designed specifically to meet your needs and is in response to requests from similar organisations. This introductory course highlights some of the key issues you might face in the workplace.

The session includes:

- Recruitment:
- Contracts of employment:
- Equal opportunities:
- Managing discipline:

A toolkit of sample policy documents and letters around the main basic requirements is provided to allow for easy implementation back in the organisation.

### **What else do you need to know?**

#### **Course date:**

Wednesday 16 November 2016 9.30am - 4.30pm

#### **Location:**

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

#### **Refreshments:**

Tea, Coffee, Water

#### **Facilitators**

#### **Costs**

The cost of this session is £160 reduced to £90 for voluntary and community groups/charities/social enterprises/ sports clubs.

#### **Contact Email**

[training@nottinghamcvs.co.uk](mailto:training@nottinghamcvs.co.uk)

#### **Contact Phone:**

0115 934 8400

# Time Management by Sahara Training

Wednesday 16 November 2016

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Are you finding it difficult to stay on track when delivering your projects? Do you find the constant demands on your time distracting you from your work? Taking the time to attend this half day session will time well spent.

## What level is this course

Level 1 - Has no experience

Level 2 - Has some experience but would like to know more

## Who should attend

- Anyone with responsibility for delivering or managing projects and programmes
- Voluntary and community sector organisations, social enterprises and local businesses

## What will participants learn?

- do we think we can manage time?
- when do we work best, on what?
- how are we at delegating to others?
- what do we really want to achieve?
- sorting out when we are 'in flow' & not fighting the universe
- more importantly knowing how to get our 'mojo' to be in flow
- using the 4 quadrants theory to get better

What else do you need to know?

## Course date:

Thursday 24 November 2016 10.00am - 1.00pm

## Location:

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

## Refreshments:

Hot drinks and water will be provided.

## Facilitators

Sandy Leong, Sahara Training

## Costs

£75 discounted to £45 for VCSE

# Acas Conducting Disciplinary Investigations

## Tuesday 29 November 2016

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There are many reasons for holding an internal investigation in the workplace. Investigations are held to clarify and establish the facts of an individual case and to assist in a decision as to whether there are grounds to call a disciplinary hearing, or dismiss a member of staff. Employers could be held liable if a poor investigation leads to an unfair dismissal.

This course covers key techniques, procedures and checklists to help ensure that you are considering all the critical factors and that you undertake the process in a fair and un-biased manner.

You will develop valuable understanding of what the law requires and will learn key skills in the investigation processes, such as analysis and report writing.

This session will cover:-

- The legal background and burdens of proof
- The responsibilities of the employer
- The rights of the employee
- The stages of an investigation
- Listening and questioning techniques
- Writing the report and presenting findings

### **What else do you need to know?**

#### **Course date:**

Tuesday 29 November 2016 9.30am - 12.45pm

#### **Location:**

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

#### **Refreshments:**

Tea, Coffee, Water

#### **Facilitators**

#### **Costs**

The cost of each half day session is £85, reduced to £50 for voluntary and community groups/charities/social enterprises/ sports clubs.

#### **Contact Email**

[training@nottinghamcvs.co.uk](mailto:training@nottinghamcvs.co.uk)

# Acas Equality, diversity and discrimination: The essentials

Tuesday 29 November 2016

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We'll be covering the different types of discrimination – including the nine protected characteristics - and sharing good practice that you can adopt and promote within your organisation.

The session will include the most recent changes brought about by the Equality Act.

This session will cover:

- Discrimination Law
- Types of Discrimination
- Protected Characteristics
- Where the Equality Act does not apply
- When Positive Action can be applied
- What an Equality Policy should include

## What else do you need to know?

### Course date:

Tuesday 29 November 2016 1.30pm - 4.45pm

### Location:

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

### Refreshments:

Tea, Coffee, Water

### Facilitators

### Costs

The cost of each half day session is £85, reduced to £50 for voluntary and community groups/charities/social enterprises/ sports clubs.

### Contact Email

[training@nottinghamcvs.co.uk](mailto:training@nottinghamcvs.co.uk)

### Contact Phone:

0115 934 8400

# Presenting to any Audience by Sahara Training

## Thursday 1 December 2016

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Does the mere thought of speaking in public frighten you? If so, then spending the day learning from a top professional speaker will give you the confidence you need to face any audience.

### **What level is this course**

Level 1 - Has no experience

Level 2 - Has some experience but would like to know more

### **Who should attend**

- Anyone (volunteers, staff, trustees) who makes public presentations on behalf of your organisation
- Voluntary and community sector organisations

### **What will participants learn?**

- knowing how to put a presentation together
- knowing how to open with impact & close with a memorable message
- knowing what to do with your hands, feet & everything else that gets out of control
- knowing how to cope with nerves

**having had the opportunity to practice in a safe & supportive environment**

### **What else do you need to know?**

#### **Course date:**

Thursday 1 December 2016 10.00am - 4.00pm

#### **Location:**

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

#### **Refreshments:**

Hot drinks and water will be provided. Lunch is not provided.

#### **Facilitators**

Sandy Leong, Sahara Training

#### **Costs**

£125 discounted to £75 for VCSE organisations

**Contact Email** [training@nottinghamcvcs.co.uk](mailto:training@nottinghamcvcs.co.uk)

# Terms and conditions for course bookings

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**Payments:** For paid courses and events, you will be invoiced once your booking form has been received. Payment is accepted via cash, cheque or electronically. Please make all cheques payable to Nottingham CVS. Your place on the course will only be confirmed upon receipt of full payment.

**Cancellations and non-attendance:** You are liable for the whole fee unless we receive written notification of a cancellation at least ten days before the course or event. Cancellations with less than ten days' notice or non-attendance will not be refunded.

**Substitutions by you:** If you have paid for a place on a course or event, there will be no additional charge if a substitute person from your organisation wishes to attend in your place. Please let us know of any substitutions no later than two working days before the course or event date.

**Cancellation by NCVS:** We reserve the right to withdraw a course or event at any time for reasons including low booking numbers and trainer unavailability. In the event that NCVS withdraws a planned session, participants will be offered a full refund, or a credit for an alternative course / event or date if applicable. NCVS cannot be liable for anything other than refunds of fees, credits or alternative dates.

**Data protection:** NCVS will use the information you provide on your booking form, and additional information you may provide in the future, for administering our courses / events and for monitoring purposes. We will not disclose this information to any other person or organisation, except in connection with the above purpose. All course delegates are provided with a list of their co-delegates' names and organisations, but no further details.